

Langdon, Jeff

From: Crandall, Jeff
Sent: Wednesday, October 05, 2016 9:40 AM
To: Langdon, Jeff
Subject: FW: Serve ticket#: 1232143 Last Name: Hackman

From: FCC [<mailto:consumercomplaints@fcc.gov>]
Sent: Tuesday, October 04, 2016 7:54 PM
To: Crandall, Jeff
Subject: Serve ticket#: 1232143 Last Name: Hackman

##- Please type your reply above this line -##

Due Date: 11/03/2016
Serve Date: 10/04/2016

Link to Ticket: <https://fcctest.zendesk.com/agent/tickets/1232143>
Subject: internet
Tags: availability_tv cable_tv carrier_response_pending no_filing_on_behalf other pennsylvania
Email: cgbnoemail@fcc.gov
Method: - Cable
Issue:- Availability
Number subject to complaint:

Company Name:
Other Company Name: Blue Ridge Communications
Account #:
First: Gene
Last: Hackman
Address: 1500 Furnace Hill Pike
City: Lititz
State: pennsylvania
Zip: 17543
Phone where to be contacted: 717-627-2203
Filing on Behalf of Someone: No
Relationship:
First Name:
Last Name:
Serve Status: carrier_response_pending

Ticket Information:

Mary Shaak (FCC Complaints)

Oct 4, 7:53 PM EDT

Private note

Please use the Macro called "Closure Response to FCC" when you are ready to respond. To view instructions on how to respond see <https://us-fcc.box.com/how-to-respond>.

This constitutes a notice of informal complaint filed with the FCC against your company. Your response to the consumer (with a copy to the FCC) is due no later than 30 days from the date of this notice.

For more information on your legal responsibilities, see <https://us-fcc.app.box.com/complaintnotice>.

If you have any questions regarding this notice, please contact the FCC at carriersupport@fcc.gov.

Cgbnoemail

Oct 3, 3:55 PM EDT

Cgbnoemail was not signed in when this comment was submitted. [Learn more](#)

Blue Ridge Communications informed me that they could extend the cable but I would have to pay a part of extend the cable. They said they wanted \$9,000.00. Why should I have to pay to get a line and someone else uses it. They will be using my property to give cable to other customers.

You are an agent. Add a comment by replying to this email or [view ticket in Zendesk](#).

Ticket # 1232143
Status Open
Requester Cgbnoemail
CCs -
Group Blue Ridge Communications
Assignee Jeff Crandall
Priority -
Type Ticket
Channel Web Form

This email is a service from FCC Complaints. Delivered by [Zendesk](#)



Corporate Office

613 Third St.

P.O. Box 215

Palmerton, PA

18071

October 5, 2016

Mary Shaak
Consumer Complaints
Serve Ticket#1232143
Last Name: Hackman

Dear Mary Shaak,

Mr. Hackman's complaint is that Blue Ridge informed him cable can be extended to his home but he would need to pay part of the cost.

Blue Ridge can provide service to Mr. Hackman's residence, but additional construction is needed first. On 8/2/15, we gave an estimated cost for construction of \$9,012.00. This estimated cost includes 2,563ft of aerial extension, several rights-of-way, tree trimming for 700ft, and fixing pole clearance issues. These costs are over and above normal installation charges. If there are additional interested potential subscribers, a lead petitioner can circulate and provide Blue Ridge a petition signed by all requesting subscribers. All petitioners must be willing to share and pay the excess construction cost. We do offer a 20% discount if the excess construction cost is paid within 30 days of billing. If you have any further questions, please let me know.

Sincerely,

Jeff Langdon
Blue Ridge Communications

Cc. Gene Hackman

PH•610 826 2551

FX•610 826 7626

email•brc@ptd.net

